



The Commonwealth of Massachusetts The Human Resources Division Classification Specification

ADMINISTRATIVE ASSISTANT SERIES

DRAFT

JOB TITLE & SUMMARY OF SERIES

- **DISTINGUISHING CHARACTERISTICS**
- **KEY ACCOUNTABILITIES**
- **RELATIONSHIPS WITH OTHERS**
- **WORKING ENVIRONMENT**
- **PHYSICAL ABILITIES**
- **COMPETENCIES**
- **KNOWLEDGE, EDUCATION AND EXPERIENCE**

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ADMINISTRATIVE ASSISTANT LEVELS I-II:

There are two levels of work in the Administrative Assistant series. Incumbents of classifications in this series perform administrative and/or supervisory duties that require knowledge of the assigned unit's activities, policies, procedures, equipment and customers and/or other key contacts.

The basic purpose of this work is to provide administrative assistance to managers and supervisors and to perform support activities that facilitate organization and efficiency throughout an assigned unit.

I. ADMINISTRATIVE ASSISTANT I:

Distinguishing Characteristics:

This is the entry-level classification in this series. Incumbents apply basic principles, practices and techniques and perform work under guidance and within a unit's framework of defined procedures, policies and standards.

Supervision Received:

Incumbents receive general supervision from employees of a higher grade who provide training, instruction, work assignments and review of performance through frequent formal and informal progress updates and meetings for accuracy, completeness and conformance to unit policy.

Other agency or department staff members may provide functional direction, assign tasks and review work as needed.

Supervision Exercised:

Incumbents may exercise functional direction over seasonal employees or interns by providing instructions, delegating tasks and reviewing work.

Functions Performed:

Incumbents perform the following:

- Serve as the first point of contact for customers and visitors; greet and direct visitors with a professional demeanor; receive and direct internal and external phone and email inquiries; answer correspondence accurately and in a timely manner to meet the needs of internal and external customers in accordance with applicable policy.
- Maintain organization of the unit to support efficient operations in compliance with established standards. This includes maintaining office equipment and files; scheduling meetings; establishing deadlines; creating more efficient or improved work processes, methods and systems; and providing basic technical assistance.
- Maintain and archive records; input data into electronic systems to assure current, organized and accessible records and confidential information, in accordance with established policies; conduct database queries to provide requested information to staff and customers.
- Type and distribute letters, memos, minutes and reports; proof and edit documents;

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track information and documents for accuracy and timely completion.

- Communicate and coordinate efforts with staff, other internal units and external agencies and/or customers to exchange information, resolve problems and/or facilitate progress of activities.
- Research and acquire knowledge of policies, guidelines and regulations to inform and update unit staff and to appropriately serve and direct customers.
- Review and analyze data and prepare reports.

Key Accountabilities:

Incumbents at this level have the decision-making authority to:

- Direct internal and external communications.
- Coordinate and schedule meetings.
- Prioritize and manage personal daily workload.

Relationships with Others:

Key contacts and relationships for incumbents include unit staff, managers and supervisors; vendors; internal and external customers; and the general public.

Working Environment:

While performing the duties of this classification, incumbents work indoors within an office setting. The noise level is usually quiet.

Physical Abilities:

While performing the duties of this classification, incumbents are regularly required to sit for long periods of time, type, handle materials and talk and/or hear. Incumbents are occasionally required to stand and walk as well as lift, carry, push or pull up to 25 pounds of office supplies or equipment. Work assignments may be performed with or without reasonable accommodation to a known disability.

Required Competencies:

- *Concern for Order* – The ability to create order in the environment by monitoring and checking work and insisting on clarity.
- *Customer Service Orientation* – The ability to discover and meet the customer's or client's needs.
- *Flexibility* – The ability to adapt to and work effectively as the situation changes.
- *Information Gathering* – The ability to investigate a situation, to seek out additional information and to resolve discrepancies.
- *Integrity* – Takes actions that are consistent with what one says are important, that is, he or she "walks the talk."

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- *Organizational Awareness* – The ability to understand and leverage the power and influence relationships in an organization.
- *Problem Solving* – The ability to think through problems, organize information, identify key factors and underlying causes to generate solutions
- *Teamwork* – The ability to work cooperatively with others, to be part of a team, to work together.

Knowledge, Education and Experience:

Applicants must have at least (A) two years of full-time or equivalent part-time, high-level administrative or secretarial experience within a professional office setting or office administration experience in any office setting, (B) any equivalent combination of the required experience and the substitutions below.

Incumbents may be required to have a current and valid Massachusetts Motor Vehicle Driver's License at a Class level specific to assignment.

Substitution:

- I. An Associate's degree or Secretarial certificate may be substituted for one year of the required experience.

Incumbents are required to have the following at the time of hire:

1. Ability to keep groups of people organized and operating efficiently.
2. Ability to use a computer to type, manage databases, produce written documents and conduct research.
3. Ability to use standard office equipment.
4. Ability to multi-task and be flexible.
5. Ability to work effectively with diverse groups of people.
6. Ability to communicate effectively in-person, on the phone and in writing.
7. Ability to read and understand laws and regulations.
8. Ability to show discretion and maintain the confidentiality of sensitive information.
9. Ability to work independently.

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II. ADMINISTRATIVE ASSISTANT II:

Distinguishing Characteristics:

This is the fully competent classification in this series. Incumbents perform more complex administrative support duties, which may include assignment to a larger or more involved unit and/or may include providing direct supervision over others. At this level, incumbents have thorough knowledge of the assigned unit's activities, policies, regulations and procedures. Incumbents perform work with more independence, receive less supervision and review and exercise greater independence in decision making.

Supervision Received:

Incumbents receive general supervision from employees of a higher grade who provide training, instruction, work assignments and review of performance through formal and informal progress updates and meetings for accuracy, completeness and conformance to unit policy.

Other agency or department staff members may provide functional direction, assign tasks, and review work as needed.

Supervision Exercised:

Incumbents may exercise functional direction over seasonal employees or interns by providing instructions, delegating tasks and reviewing work.

Incumbents may exercise direct supervision over Administrative Assistant Level I, secretaries and/or seasonal employees or interns by providing training, instructions, delegating tasks and reviewing work. Incumbents are usually not required to complete formal performance evaluations.

Additional Functions Performed:

Incumbents perform the following:

- Purchase supplies to meet unit and operational needs, within budget.
- Coordinate, schedule and organize all logistics and materials for meetings, seminars and trainings; coordinate with vendors or other departments to ensure all relevant parties are informed and prepared and to provide an effective forum for meeting, educating and sharing information.

Additional Key Accountabilities:

Incumbents at this level have the decision-making authority to:

- Delegate work to others to meet goals.
- Determine the approach for coordination and organization of meetings and seminars.

Relationships with Others:

Key contacts and relationships for incumbents include unit staff, managers and supervisors; vendors; internal and external customers; and the general public.

Working Environment:

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Physical Abilities:

While performing the duties of this classification, incumbents are regularly required to sit for long periods of time, type, handle materials and talk and/or hear. Incumbents are occasionally required to stand and walk as well as lift, carry, push or pull up to 25 pounds of office supplies or equipment. Work assignments may be performed with or without reasonable accommodation to a known disability.

Additional Required Competencies:

- *Initiative* – The ability to identify a problem or opportunity and take action to address current or future problems and opportunities.

Knowledge, Education and Experience:

Applicants must have at least (A) three years of full-time or equivalent part-time, high-level administrative or secretarial experience within a professional office setting or office administration experience in any office setting, (B) any equivalent combination of the required experience and the substitutions below.

Substitution:

- I. An Associate's degree or Secretarial certificate may be substituted for one year of the required experience.

Incumbents are required to have the following at the time of hire:

1. Ability to make quick and logical decisions.
2. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources.

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